

## OMB PART Reviews – Summary Table 3

Starting in 2002, OMB began to evaluate all federal programs using a detailed questionnaire-driven methodology called the Program Assessment Rating Tool (PART). By year-end 2006, all federal government programs will have been reviewed. The PART is a diagnostic tool designed to analyze program operations and management and be a catalyst for improvement and change.

Once the review is completed, programs are given one of five ratings as follows: Effective, Moderately Effective, Adequate, Ineffective, or Results Not Demonstrated. To date, 9 of VA's 10 programs have been reviewed. Shown below (by strategic goal) for each reviewed program are the ratings, major findings and recommendations, and VA's actions and responses.

OMB PART Reviews	
SUMMARY TABLE 3	
Major Findings & Recommendations	Actions and Responses
<b>Strategic Goal #1: Restoration and Improved Quality of Life for Disabled Veterans</b>	
<u>Disability Compensation Program</u> (CY 2002, Results Not Demonstrated)	
<ul style="list-style-type: none"> <li>Create outcome measures on how disability payments affect the quality of life of disabled veterans.</li> </ul>	<ul style="list-style-type: none"> <li>Five outcome measures were added to the 2005 budget submission (three for disability compensation and two for dependency and indemnity compensation).</li> </ul>
<ul style="list-style-type: none"> <li>Demonstrate outcome-oriented results.</li> </ul>	<ul style="list-style-type: none"> <li>The overall satisfaction rate, which is based on VBA's Annual Customer Satisfaction Survey, demonstrates outcome-oriented results. Customer satisfaction has improved from 52 percent in 2001 to 59 percent in 2004. The results from 2005 will not be available until 2006.</li> <li>Data to demonstrate outcome-oriented results are not available for four of the five new outcome measures cited above (pending results of the Veterans' Disability Benefits Commission).</li> </ul>
<ul style="list-style-type: none"> <li>Create cost-efficiency measures.</li> </ul>	<ul style="list-style-type: none"> <li>Two National Accuracy Rate measures (core rating work and authorization) and Average Days to Process Rating-Related Actions are already in the budget.</li> <li>A cost efficiency measure has been developed.</li> </ul>
<ul style="list-style-type: none"> <li>Conduct a study as to whether program purpose is being met.</li> </ul>	<ul style="list-style-type: none"> <li>The Veterans' Disability Benefits Commission was established and began meeting in May 2005. The Commission expects to complete its study in approximately 15 months.</li> </ul>

## OMB PART Reviews

## SUMMARY TABLE 3

## Major Findings &amp; Recommendations

## Actions and Responses

## Strategic Goal #2: Smooth Transition to Civilian Life

Education Program

(CY 2003, Results Not Demonstrated)

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|---|--|
| <ul style="list-style-type: none"> <li>Budget requests should be explicitly tied to performance.</li> </ul>           | <ul style="list-style-type: none"> <li>Initiatives in the President's budget are now linked to specific improvements in performance.</li> </ul>      |
| <ul style="list-style-type: none"> <li>Strong outcome goals and measures should be developed.</li> </ul>              | <ul style="list-style-type: none"> <li>Two program outcome measures were developed and reported in the President's 2006 budget.</li> </ul>           |
| <ul style="list-style-type: none"> <li>Cost effectiveness (i.e., efficiency measures) should be developed.</li> </ul> | <ul style="list-style-type: none"> <li>An internal cost-effectiveness measure is being developed and will be completed by September 2006.</li> </ul> |

Housing Program

(CY 2004, Results Not Demonstrated)

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|--|--|
| <ul style="list-style-type: none"> <li>Strong outcome goals and measures should be developed.</li> </ul>                 | <ul style="list-style-type: none"> <li>A new outcome measure is being developed for inclusion in the next strategic plan due to be published in February 2006.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Sound financial management practices need to be developed and applied.</li> </ul> | <ul style="list-style-type: none"> <li>Actions have been completed that dramatically reduced the Direct Loan Balance at maturity.</li> <li>IT certification and accreditation is still unresolved for the "point of presence" site.</li> </ul> |
| <ul style="list-style-type: none"> <li>Improve collaboration with related public and private sector programs.</li> </ul> | <ul style="list-style-type: none"> <li>VA's Housing program effectively collaborates with other federal agencies and private sector programs.</li> </ul>   |

## Strategic Goal #3: Honoring, Serving, and Memorializing Veterans

Medical Care Program

(CY 2003, Adequate)

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|---|---|
| <ul style="list-style-type: none"> <li>Budget requests should be linked to performance.</li> </ul>      | <ul style="list-style-type: none"> <li>VHA is improving its budget methodology to make better resource decisions based on program results.</li> </ul>   |
| <ul style="list-style-type: none"> <li>Further and enhanced coordination with DoD is needed.</li> </ul> | <ul style="list-style-type: none"> <li>VA signed a formal agreement with the Indian Health Service resulting in more than 150 activities and programs undertaken.</li> <li>VA/DoD Coordination               <ul style="list-style-type: none"> <li>➤ Made significant progress on the bidirectional sharing of electronic health information.</li> <li>➤ Initiated Joint Incentive Fund demonstration projects.</li> <li>➤ Established VA Office of Seamless Transition to improve VA/DoD collaboration and communication during a departing servicemember's transition to civilian life.</li> </ul> </li> </ul> |

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Major Findings & Recommendations	Actions and Responses
<b>Strategic Goal #3: Honoring, Serving, and Memorializing Veterans</b> , continued	
<u>Insurance Program</u> (CY 2005, rating has not yet been issued)	
This PART review was completed in 2005, but recommendations have not yet been issued by OMB.	
<u>Pension Program</u> (CY 2005, rating has not yet been issued)	
This PART review was completed in 2005, but recommendations have not yet been issued by OMB.	
<b>Strategic Goal #4: Contributing to the Nation's Well-Being</b>	
<u>Burial Program</u> (CY 2002, Moderately Effective)	
<ul style="list-style-type: none"> <li>Measures are needed to address National Shrine Commitment needs and performance.</li> </ul>	<ul style="list-style-type: none"> <li>VA included three new measures in the President's budget, and baseline data are available. Two of the measures were added in 2005 and one was added in 2006.</li> <li>NCA established the Organizational Assessment and Improvement Program for national cemeteries.</li> </ul>
<ul style="list-style-type: none"> <li>Measures are needed for state cemetery grants.</li> </ul>	<ul style="list-style-type: none"> <li>NCA established a process to conduct triennial reviews at state veterans cemeteries.</li> </ul>
<ul style="list-style-type: none"> <li>Develop measures for monetary benefits/efficiency.</li> </ul>	<ul style="list-style-type: none"> <li>VA included two new measures for the timeliness and accuracy of burial claims processing in the President's 2005 budget.</li> </ul>
<u>Medical Research and Development Program</u> (CY 2005, rating has not yet been issued)	
This PART review was completed in 2005, but recommendations have not yet been issued by the Administration.	
<b>Enabling Goal: Applying Sound Business Principles</b>	
<u>General Administration Program</u> (CY 2004, Moderately Effective)	
<ul style="list-style-type: none"> <li>Better cost effectiveness measures are needed.</li> </ul>	<ul style="list-style-type: none"> <li>VA adopted new asset management measures in accordance with Federal Real Property Council guidance.</li> </ul>
<ul style="list-style-type: none"> <li>VA's budget request should be linked to performance.</li> </ul>	<ul style="list-style-type: none"> <li>Monthly performance reviews are attended by agency leadership to assess performance and financial results and to take any necessary corrective action.</li> <li>VA's most recent budget shows budget/performance linkage and better measures.</li> </ul>
<ul style="list-style-type: none"> <li>Develop a process to hold managers accountable for program cost, schedule, and performance results.</li> </ul>	<ul style="list-style-type: none"> <li>A five-tier performance appraisal system is in place for non-bargaining unit staff.</li> </ul>